



TO: Public Utility Board
FROM: Jackie Flowers, Director of Utilities
DATE: April 13, 2022
RE: TPU SD5 (Environmental Leadership) Annual Update

PURPOSE STATEMENT FOR SD5 (Resolution U-11131)

TPU is committed to being stewards of the region's bountiful natural resources and a leader in preserving, protecting, and restoring those resources while maintaining our excellent delivery of services. To ensure we fulfill our operational duties in the future, we must balance our resource usage with the health of our environment.

SUBJECT

This memorandum summarizes activities performed in 2021 for each measurement of the directive.

Measurement 1. Track progress on related Tacoma Environmental Action Plan and participate in City's Greenhouse Gas Inventory.

[Contributors: Sarah Sweet, LaTasha Wortham]

In 2019, the Tacoma City Council adopted a resolution declaring a climate emergency in Tacoma and calling for a transformative climate action plan. The Public Utility Board demonstrated support for the climate emergency declaration through strategic directives and a resolution regarding decarbonization.

The Climate Action Plan (CAP) replaces the former Environmental Action Plan (EAP), a five-year plan adopted by the Tacoma City Council in 2016. We completed the EAP in 2021. TPU implemented all the actions identified in the EAP.

In adherence to the PUB adopted strategic directives and resolutions, staff from throughout TPU worked to help create the City of Tacoma's 2030 Climate Action Plan (CAP). TPU Superintendents created the new Climate Action Plan as a part of the Executive Steering Committee, and staff from all three TPU divisions participated on the Staff Advisory Committee.

On November 9, 2021, TPU joined the Office of Environmental Policy and Sustainability to present the proposed CAP to the Joint Study Session of the Tacoma City Council and the Public Utility Board. The thoughtful, collaborative effort throughout the City and TPU resulted in the climate reduction actions presented at that time. On November 30, 2021, the Tacoma City Council adopted a resolution approving the 2030 CAP. Since then, TPU has continued collaboration with General Government and is represented on the Implementation and Reporting Committees.

TPU will be directly responsible for seven actions within the CAP and will support 15 additional efforts. Current CAP actions include:

- Support zero-emission technology innovation in the marine, trucking, and rail sectors. (Power & Rail)



- Seek federal and state grant funding to support electric vehicle and e-bike use in low and very low opportunity neighborhoods. (Power)
- In 2024 Tacoma Power Integrated Resource Plan, analyze net-zero carbon scenario to ensure adequate electricity supply for transportation, building heating, and industrial process load. Include an analysis of ways to upgrade or manage the distribution system to enable electrification. (Power)
- Using data from new advanced water meter infrastructure, communicate and educate residents and businesses about water consumption patterns and probable leaks. Encourage and support timely leak repair. (Water)
- Collaborate with private and public partners to prioritize, support, and create residential and commercial building low carbon retrofit solutions. (Power)
- Provide support to Pierce Transit to develop a zero-emission transit plan and help Pierce Transit compete effectively for state & federal funding opportunities. (Power)
- Provide green businesses with recognition and technical support for their participation in the EnviroStar program and other similar efforts. (Power/Water)

The following CAP actions are ones TPU will support but is not responsible for implementing:

- Assess conditions of seawalls, piers, revetments, shoreline infrastructure, open spaces, parks, and habitat to identify the length of service, repair, and maintenance. Work with partners to develop a Sea Level Rise Master Plan and monitoring program to track sea-level and shoreline changes at key locations (e.g., Tideflats, Ruston Way, Titlow, Foss) to determine needed adaptation actions. (Power)
- Continue to update zoning and development standards to ensure that new development supports active transportation, transit ridership, and integrated public and private urban design that minimizes parking requirements and parking management strategies to meet City affordability and sustainability goals. (Power)
- Work with existing networks and organizations to create and support Sustainable Industrial and Manufacturing Collaborative/Roundtable. Assist in developing low-carbon transition opportunities for existing businesses, including funding, incentives, technical assistance, and education on electrification, new fuels, and technology. (Power)
- Aggressively implement Affordable Housing Action Strategies for:
 - Creating More Units of Housing near transit-oriented development,
 - Keeping Housing Affordable for All and in Good Repair (Power/Water)
- Collaborate with private and public partners to prioritize, support, and create residential and commercial building retrofit solutions (Power)
- Explore residential carbon score and commercial benchmarking and disclosure. Include retro-commissioning requirements. Review other jurisdictions and plans for best practices and draft a program for Tacoma. (Power)
- Increase county-wide, regional, statewide, federal, and international policy coordination and advocacy on climate work. (TPU)



- Continue to support the climate adaptation stakeholder team by collaborating with other agencies and institutions to tackle cross-jurisdictional information needs and adaptation opportunities. Continue to support and engage in regional efforts within the Puyallup River watershed basin to consider river management related to floods, sediment, agriculture, and infrastructure protection. (TPU)
- Seek opportunities to eliminate fossil fuel reliance where solutions are available and meet business needs in all agreements and contracts entered into by the City. (TPU)
- Develop a GHG and climate impact analysis for incorporation into the budget, capital, and work plans at the departmental level. (TPU)
- Complete a Green Economy Study to define green manufacturing and other businesses/industries involved in the Green Economy. It will also identify specific high-wage positions, compensation, education or skill requirements, research and development and innovation opportunities, factors that will support the growth and development of the Green Economy, site selection conditions, and regional competitive advantages. The study will additionally pinpoint critical business/industrial expansion and recruitment targets. Sectors to evaluate could include marine-related industries, clean fuels, green building materials, and clean material markets. (TPU)
- Designate or hire Green Economy Specialist to coordinate green economy actions and support partners and businesses. (TPU)
- Conduct zoning and development standard review for industrial lands to promote clean and green industrial development and to ensure consistency of industrial uses with policies for economic development, public health, and environmental enhancement and protection. (Power)
- Use the EV Siting Study results to expand EV charging infrastructure at all City prioritized fleet sites funded with federal & low-carbon fuel standard credits. (Power)
- Improve commercial energy codes to reduce most fossil fuel use. Require enhanced efficiency and health standards in coordination with Regional Code Council. (Power)
- We are confident that TPU can and will complete these actions. It will take a great deal of work and effort, but we must accomplish them to contribute to meeting the City's 2030 carbon reduction goals.

Measurement 2. Adherence to Watershed Management Plan.

[Contributor: Jesse Narog]

The Watershed Management Plan is a part of the 2018 Water System Plan. It documents the watershed control program implemented by Tacoma Water to manage the Green River Watershed. Implementation activities in 2021 included:

- Replaced and upsized seven culverts to pass 100-year flow events and associated debris.
- Installed four cross-drain culverts on forest roads to pass road runoff onto the forest floor to better protect water quality.



- Made numerous repairs to road drainage structures to reduce erosion and protect water quality.
- Acquired and restored 24 acres of property directly adjacent to the Green River within the Municipal Watershed. The property was a derelict airstrip acquired from the Washington State Department of Transportation. It was restored as a functioning riparian area in collaboration with the Drinking Water Providers Partnership and Conservation Northwest.
- Completed an emergency spill drill exercise, simulating a petroleum spill to the Green River Watershed upstream of the drinking water diversion point.
- Initiated a Watershed Strategic Planning Process, providing a path to implementing many of the recommendations in the Watershed Management Plan and prioritizing work in the watershed for the coming years.
- Participated on the project team for the downstream fish passage project and their aquatic nuisance species prevention program as a non-federal local sponsor of the U.S. Army Corps of Engineers Howard Hanson Dam Additional Water Storage Project.

Measurement 3. Adherence to Electric Transportation Plan.

[Contributor: Cam LeHouillier]

Our Transportation Electrification Plan aims to help customers increase our electric transportation load by ten average megawatts (aMW) over 2019 by the end of 2030. Fossil-fuel vehicles are some of the largest pollution emitters in our service area with our proximity to main highway corridors and the Port of Tacoma.

In 2021, in addition to continuing previously launched transportation electrification efforts, we launched two new pilots and began work on a public charging project in downtown Tacoma. These projects, when complete, will bring more than 50 new public EV charging ports to locations across the City of Tacoma, including each of our 15 business districts and eight City-owned parking lots across downtown. Additionally, a pilot program, flexible by design, will help residential customers charge at Level 2 when at home with rebates for chargers, smart splitters, and 240v outlets. Getting customers to Level 2 is necessary for our future load management efforts. With the help of this pilot, we estimate up to 400 customers will install Level 2 charging by the end of 2022. We continue to support zero-emission technology innovation in the marine, trucking, and rail sectors by participating in research efforts and as a member of regional collaborations. For example, recent partnerships have yielded grant funding for electrofuels enabling Tacoma Power to store its low-carbon electricity for use outside the grid. We are also supporting the Port of Tacoma to develop a plan to electrify operations with a goal of zero emissions by 2050.

Finally, Tacoma Power launched a study of demand response water heaters that is non-transportation related but still important to balancing resource use. The research will help us learn how we might more effectively balance the impact of intermittent



renewable resources (wind, solar) on our distribution system while minimally affecting our customers. Over the next two years, Tacoma Power will conduct demand response events on 240 customer water heaters using an installed controller. This pilot is critical to understand if controlling customer side loads can help increase reliability while keeping power costs low.

Measurement 4. Adherence to environmental measures within our FERC licenses.

[Contributor: Matt Bleich]

Environmental measures within the Cushman, Cowlitz, Nisqually, and Wynoochee Federal Energy Regulatory Commission (FERC) licenses that positively benefitted the environment in 2021 included:

- Operated four fish hatcheries annually, producing over 10 million juvenile salmon and steelhead in the pursuit of recovering endangered species, boosting environmental productivity, and providing for harvest opportunities.
- Saw the second year of sockeye salmon adult returns to the North Fork Skokomish River. The returns resulted from moving eggs four years ago from the Baker River to the Saltwater Park Sockeye Hatchery and releasing the juveniles into Lake Cushman. We also captured the smolts with our Juvenile Fish Collector attached to Cushman No. 1 Dam, released them into the river, and then captured the returning adults at the Cushman No. 2 Dam adult trap.
- Completed the sixth year of a successful spring Chinook salmon introduction program on the North Fork Skokomish River.
- Operated the juvenile fish collection facilities at Cowlitz Falls for the fourth year successfully by collecting and transporting over 180,000 out-migrating juvenile salmon and steelhead.
- Completed two years of planning in partnership with stakeholders culminating in the Cushman "Hatcheries and Genetics Management Plans." The plans provide an adaptive management framework for the recovery of salmon and steelhead in the Skokomish River Basin.
- Conserved over 20,000 acres of land for wildlife protection, including 900 acres of managed meadows.

Measurement 5. Environmental leadership will be reflected in legislative priorities.

[Contributors: Clark Mather and Logan Bahr]

- Our TPU legislative agendas adopted by the Public Utility Board and City Council had multiple advocacy objectives focused on environmental leadership.
- TPU played an active role in developing and implementing carbon reduction policies at the state and federal levels. Policy examples include the passage of Washington's cap-and-invest program, the Climate Commitment Act (SB 5126, 2021), a low carbon fuel



standard (HB 1091, 2021), and the Clean Energy Transformation Act (SB 6013 - 2019). In addition, we actively engage in rulemaking to implement the law, passage of consumer-owned utility authority to engage in the electrification of transportation (HB 1512 - 2019), and ongoing support of proposals to implement a statewide Low Carbon Fuel Standard.

- TPU worked with the statewide congressional delegation and the Army Corps of Engineers to secure \$3 million in funding to make needed progress on downstream fish passage at Howard Hanson Dam. According to Water Resources Inventory Area – 9, restoring fish runs above Howard Hanson Dam represents the single largest gain in potential salmon production in Puget Sound.
- TPU actively pursued funding and policies to provide greater access to EV charging and more equitable access to solar generation.

Measurement 6. Track community outreach and communication activities related to environmental leadership.

[Contributors: John Gaines, LaTasha Wortham, Account Executives, Bernie Peterson, Rochelle Gandour-Rood, Sarah Sweet, Steve Bicker, Julie Sallenbach, Monika Sundbaum, Jenae Elliott, and Valerie Lorfeld]

There are multiple departments and staff members performing outreach and communications related to environmental leadership:

- The Public Affairs team includes information on conservation and our TPU commitment to the environment in nearly all its interactions with the public.
- The Communications team constantly provides public messages on our TPU website, social media, customer newsletters, and other forms of communications to stakeholders.
- Tacoma Power and Tacoma Water have dedicated outreach staff working in the community to inform customers about conservation programs, electrification projects, and TPU's overall commitment to the environment.

2021 Activities

- Created a community outreach and engagement tracking tool. The spreadsheet shows that public outreach is moving forward even during the pandemic. Public Affairs quickly pivoted to virtual formats and increased the use of online communication tools to reach customers.
- Continued to expand a range of social media topics for Tacoma Water and created a new easy-to-understand Water Supply Index showing the abundance of our water supply. In addition, we distributed more than 1,000 copies of the new children's activity booklet that teaches youth about our watershed and system and encourages everyone to think about the end uses of water.
- Sent more than 650 water savings kits (spray nozzles, hose timers, showerheads, etc.) to customers through Mail Services using a new online request and fulfillment program. Tacoma Water issued more than 60 rebates for smart irrigation controllers for residential



landscapes. In addition, Tacoma Power and Tacoma Water collaborated on web content, social media posts, and e-newsletter features focusing on seasonal conservation tips and rebates that could help customers save on their utility bills.

- Continued supporting residential and business customers with a comprehensive portfolio of cost-effective energy conservation programs amid numerous challenges due to COVID-19, including severe economic impacts on our community. Our Customer Energy Programs team innovated with virtual business tools internally and with customers to provide business continuity and surpassed its 1-937 compliance target for the 2020-2021 conservation biennium, achieving over 56 400 MWh by delivering cost-effective incentives, loans, and rebates.
- Engaged with the community throughout 2021 during numerous challenges due to COVID-19. Customer Energy Programs attended the Eastside and downtown Tacoma farmers markets, TPU Night at Tacoma Rainiers, National Night Out, and Summer Splash, located in the Hilltop district. They coordinated resource bags with Customer Solutions throughout the year by donating LEDs to various community organizations. In addition, we shared information about our income-qualified deferred loan program enables customers to make energy-efficient upgrades (insulation, windows, and heat pumps) with no up-front cost or monthly payment.
- Launched a new campaign – called Power Moves – for Customer Energy Programs to educate customers about the value of making energy-efficient upgrades to their homes and drive enrollment in the utility's conservation incentive programs that include rebates, loans, retail savings, and discounts with trade allies.
- Enrolled almost 1,000 Tacoma Power business and residential customers in Evergreen Options. Participants agree to add an extra charge to their bill. The funds purchase renewable energy credits and support an annual grant program. We award the \$50,000 Evergreen Options renewable energy grant to a local non-profit, school, or government agency interested in advancing renewable energy efforts in the Pacific Northwest. In 2021, we awarded two grants: The Mountaineers Tacoma Program Center and Oasis of Hope Center. Representatives from Tacoma Public Utilities, the City, and local organizations came to see the installation on the sanctuary's roof and attended a ribbon-cutting ceremony. The Evergreen Option grants support a clean energy future in our local community.
- Began promoting the 2021-2022 Tree Coupon Program through MyTPU.org, social media, residential newsletters, and other communication channels from October 2020 to March 2021 in support of the City of Tacoma's tree canopy initiative. Tacoma Power messages focused on applying for the coupon (\$30 off per tree, up to three trees), redeemable at local participating nurseries through March 31, 2022. Messages also promoted increasing Tacoma's tree canopy, energy savings, ambient air-cooling, improved stormwater management, increased air pollutant filtration, and landscape beautification. We will encourage coupon redemption in early 2022. We will also connect with communities in underserved neighborhoods. We've received 2,623 requests (as of



March 2022) for the 3,000 tree coupons available this season which is a higher response rate than in previous years.

- Began recruiting the first of 240 participants for Tacoma Power's demand response pilot in 2021 using many utility communications. We added paid social media to the marketing mix, and it was a robust tool for driving participation. We asked Tacoma Power customers to help regional utilities learn about smart water heater controllers by participating in our two-year study for \$80. If our research is successful, we could help our region add more wind and solar to the grid and reduce regional greenhouse gas emissions.
- Talked to members of Tacoma's Neighborhood Business Districts in the later summer of 2021 about our Streetside EV Charging initiative. The initiative was a collaboration between Tacoma Power, the City of Tacoma Public Works Department, Parking Services, and its Community and Economic Development Office. This program makes Level 2 EV charging available in Tacoma's 15 Neighborhood Business Districts, including eight in historically underinvested areas. By year-end 2022, each business district will receive one new streetside charger. Most of the City's Neighborhood Business Districts don't currently have EV chargers for community use.
- Launched a Home EV Charging incentive program in the summer of 2021 with rebates of up to \$600 in utility bill credit to encourage the installation of faster Level 2 EV charging at home. Outreach included many utility communications, such as our monthly residential email newsletter, organic social, web banners, TV Tacoma billboards, and outreach to Tacoma Rainiers fans. The program had a solid start, receiving 92 applications by year-end.
- Offered virtual workshops for the community covering water and energy conservation and electric vehicle topics, including a virtual National Drive Electric Week event, in partnership with the EnviroHouse.
- Offered a series of professional development workshops for teachers in partnership with the EnviroChallenger and Pierce County, focused on STEAM Education for Climate Literacy and introducing teachers to local utilities-based phenomena impacted by our changing climate.
- Aligned all 2021 community electric vehicle (EV) outreach with Action 1 of the Transportation Electrification Action Report:
 - Continued presenting EV 101 events virtually to keep engaging customers in EV-related conversations and information sharing.
 - Participated in the first TPU/Girl Scouts virtual STEM Conference delivering a session on EV technology.
 - Delivered additional customized EV workshops as requested by various community groups.

We will also report our outreach in SD4 and SD10 for decarbonization.



- Emphasized communicating information and updates for Tacoma Power's Natural Resources to stakeholders while continuing to share our efforts and investments in protecting natural resources when appropriate:
 - Some notable campaigns and communications included the Barrier Dam spillway upgrade and construction project, Riffe Lake boat launch access, annual Emergency Action Plan siren testing, Staircase Road, Nisqually flooding response, park operations updates, Lake Kokanee drawdown, and a boater/cold water safety campaign.
 - Community outreach events included hosting the virtual Cowlitz Annual Program Review and Science Conference Meeting and the Cowlitz Annual Program Review Public Meeting, plus presenting at the White Pass Scenic Byway training class. In addition, we sponsored and participated in the Southwest Washington Fair, Metro Parks' Salmon Saturday/Salmon Streaming Week, Nisqually Watershed Festival, and the Long Live the Kings' Survive the Sound program.

Measurement 7. Customer survey results regarding environmental leadership.

[Contributors: Dan Drennan and Holly Lucht]

We continue to perform very well among retail customers regarding environmental performance. The utility collected customer feedback via 400 telephone interviews and 1,078 web surveys in August and September 2021. The sampling error for 400 telephone interviews is +/-4.9% at the 95% confidence level; for 1,078 online interviews, it is +/-3.0% at the 95% confidence level.

We included three questions about the organization's overall environmental performance and for the Tacoma Power and Tacoma Water divisions. The 2021 ratings for our environmental measures in the annual survey have been consistent year over year:

	Being Environmentally Responsible TPU Overall	Environmentally Responsible Power	Environmentally Responsible in Sourcing and Delivering Water
Phone – mean score (scale of 1-10)	8.0	8.0	7.9
Web – mean score (scale of 1-10)	7.7	7.7	7.7



	<i>Scores are stable and consistent with 2020 and 2019.</i>	<i>Scores are stable and consistent with 2020 and 2019.</i>	<i>Scores are stable and consistent with 2020 & 2019 performance ratings</i>
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The strong performance and consistency in scores across these measures reflect positive customer awareness of efforts by the utilities to be environmentally conscious in their operations and ongoing customer engagement. Tacoma Power and Tacoma Water have undergone extensive strategic communication planning, implementation, and public engagement supported by Public Affairs & Communications to highlight the utilities' stewardship of natural resources and operations. Along with each division's strategic initiatives, they will pursue these efforts as part of a multi-year strategy to ensure customers are informed about our environmental performance.

Additional Activities

Tacoma Power participated on the State Energy Strategy Advisory Committee, which provides input to the Department of Commerce as they develop a new energy strategy for Washington.

Tacoma Water participated on the Water Resource Inventory Area (WRIA) 9 and WRIA 10/12 Lead Entities to implement salmon recovery plans in the Green River and Puyallup River/Chambers-Clover Creek basins.

Tacoma Water sought and received Utility Board and City Council ratification of the Green/Duwamish and Central Puget Sound Watershed, WRIA 9 Salmon Habitat Plan Update, Making Our Watershed Fit for a King, dated February 2021 (Salmon Habitat Plan).

Tacoma Power issued \$606,695 final payments to 979 Community Solar participants. Each payment included Washington state Renewable Cost Recovery Incentive Program incentives and a one-time payment for the value of the solar energy that the system is estimated to produce through 2036.

Tacoma Rail installed equipment to collect idle reduction data from the railroad's locomotives. These statistics reflect the 2021 data from 15 of 18 locomotives:

- Attributed 66,846 hours to anti-idle automatic shutdown.
- Saved 233,962 gallons of fuel on account of managed shut down.
- Avoided emissions of 59 tons of greenhouse gasses.
- Avoided emissions of 1.92 tons of particulate matter.

We largely resolved the software challenges reported last year, although data from two previously repowered locomotives is not reflected, and one locomotive remained shut down for the calendar year.



In 2022, two of three Resource Conservation and Climate Plan goals for Tacoma Rail focus on further reducing diesel emissions. One goal focuses on analyzing fuel consumption trends related to business volumes and ambient temperature. The second is a concentrated focus on incorporating alternate fuel locomotives into our fleet to accelerate the decarbonization of our locomotives. The third goal is to investigate practical options to minimize waste generated from track renewal projects.

Tacoma Rail completed the first Worst Case Scenario drill of the Oil Spill Contingency Plan successfully in 2021. The drill was conducted entirely on a virtual platform due to ongoing COVID restrictions. The Washington State Department of Ecology and the U.S. Coast Guard evaluated the exercise. Other key stakeholders participating in the drill were the Puyallup Tribe, Tacoma Fire, WA Department of Fish and Wildlife, and the National Oceanic and Atmospheric Administration (NOAA). TPU Emergency Management staff and Fleet Services continued to use renewable diesel and looked at increasing its usage. Additionally, Fleet Services continued to look at ways to electrify the TPU fleet. Fleet Services got the hybrid Water fleet on order and started 2021 with another F-150 hybrid pickup.

Our TPU Sustainability Action Team launched programs to help employees take action to make an impact. Campaigns included light switch-off stickers, garbage consolidation (including new mini cans for each employee), a Recycle Right refresher, and team-made videos and research that teach employees ways to stay sustainable while working from home.

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- 2. Adherence to Watershed Management Plan.**
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- 3. Adherence to Electric Transportation Plan.**
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- 4. Adherence to environmental measures within our FERC licenses.**



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- 5. Environmental leadership will be reflected in legislative priorities.**
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